"IMPACT OF OCCUPATIONAL STRESS AND EMOTIONAL INTELLIGENCE ON JOB PERFORMANCE WITH SPECIAL REFERENCE TO SELECT MSME'S IN DHARWAD DISTRICT, KARNATAKA"

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1. INTRODUCTION ABOUT THE TOPIC

The term stress has been coined by Hans Selye in 1936. He is also known as the father of the stress research. The term "stress" comes out of a Latin word "Stringere," that simply means "to pull tightly." Stress is the changed response of an individual towards a situation that is conceived in his/her mind as threatening or challenging to his wellbeing.

In organizational context, job/occupational stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning. It has two major dimensions: physiological stress and psychological stress. Physiological stress is a physiological reaction whereas psychological stress is an emotional reaction experienced by an individual at workplace that directly and negatively affects an individual's productivity, effectiveness, quality of work and personal health as well as job performance. In the workplace stress framework, it was found that occupational stress, emotional intelligence and job performance are distinct constructs, but strongly interrelated. The ability of employees to properly manage their emotions and other employees' emotions will increase the ability of employees to cope with physiological and psychological stresses in implementing job. As a result, it may lead to higher job performance in organizations.

2. LITERATURE REVIEW

a. **Dhruba Lal Pandey(2020)** titled "Work Stress And Employee Performance: An Assessment Of Impact Of Work Stress" aimed to explore the strain related problems of bankers and examine the factors that play a crucial role in creating stress among the staff of banks. The researcher identified factors such as employment overload, lack of job security, poor communication, and work type which gradually decreased employees performance. The researcher suggests that moderating variable gender doesn't influence the extent of stress.

b. **Dr. R. Gopinath & et.al (2020)** in his study titled "Emotional Intelligence And Job Satisfaction Of Employees' At Sago Companies In Salem District:Relationship Study" aimed to identify the relationship between Job Satisfaction and Emotional Intelligence among the academic leaders. The researcher studied effect of Self-awareness, Managing Emotions, Motivating One-Self, Empathy, Social Skill on job satisfaction and concluded that job satisfaction can be influenced by enhancing the level of emotional intelligence of employees.

c. **Mojtaba Rafiee & et.al (2013)** in his study titled "Investigating the effect of job stress and emotional intelligence on job performance" studies the effect of job stress on job performance through emotional, organizational and moral intelligence. The results show that organizational and moral intelligence influence on job performance but emotional intelligence does not influence on job performance.

d. **R. M. Alagu Krithika & et.al(2016)** in his study titled "A Study on Occupational Stress Among the Women Employees in Banking Sector at Trichy District" found that majority of the employees in the banking sector face severe stress- related ailments and a lot of psychological problems mostly due to excess of work pressure and work life imbalance ,thus, the researcher suggests employee development and training for employees relating to policies and implementations so that the employees are well informed in order to reduce stress and increase productivity.

e. **Ramona-Ioana tănăsescu & et.al (2019)** in his study titled "Emotional Intelligence, Occupational Stress and Job Performance in the Romanian Banking System: A Case Study Approach" aims to analyze the relationships developed among emotional intelligence, occupational stress and employee performance in the financial banking sector. The results revealed that there is a negative relationship between employees' emotional intelligence and the occupational stress and there is a positive relationship between emotional intelligence and job performance.

f. **Seema Johar(2018)** in her study titled "A Comparative Study Of Job Stress Among The Employees of SBI And HDFC Bank At Ghaziabad" found low stress level among the employees in both banks in terms of the scale of measurement. Lack of opportunity for growth can increase job stress in SBI Bank where as workload was one of the reason for the workplace stress inHDFC Bank. The researcher found in the survey that get-togethers can reduce stress in HDFC bank whereas yoga and health was rated high among SBI respondents.

g. **Semih Soran & et.al (2014)** in his study titled "Job Stress And Performance: The Mediating Effect Of Emotional Intelligence" aim to identify the mediating effect of emotional intelligence on the relationship between job stress and performance. The results revealed that emotional intelligence had a mediator affect in terms of job support and task performance. Emotional intelligence had no mediating role between stress factors and contextual performance.

h. **Sulaiman Ibrahim Kassim & et.al (2016)** in his study titled "Emotional Intelligence and Job Satisfaction among Lecturers of Universities in Kano State: Empirical Evidence" aims to examine the relationship between lecturer`s emotional intelligence and their job satisfaction in Universities within Kano State. Result from the analysis revealed a significant relationship between use of emotion, regulation of emotion with job satisfaction while self-emotional appraisal and other emotion appraisal were found to have no relationship with job satisfaction.

i. In their study titled "Impact of Emotional Intelligence on Job Performances with the Mediation Impact of Occupational Stress," **Wasantha Rajapakshe & et al. (2021)** examined the influence of emotional intelligence on the job performance of banking employees in Sri Lanka, considering the mediating effect of occupational stress. The findings indicated a positive relationship between emotional intelligence and job performance among banking employees in Sri Lanka. Conversely, occupational stress was found to have a negative impact on job performance. Furthermore, the study revealed that occupational stress partially mediates the relationship between emotional intelligence and job performance.

j. In their study titled "The Impact of Emotional Intelligence of Workers on Job Satisfaction, Job Performance, and Commitment," **Zakieh Shooshtarian(2013) & et al.** aimed to investigate how the emotional intelligence of employees affects their job satisfaction, job performance, and commitment within industries in Fars Province, Iran. The findings revealed a positive correlation between employees' emotional intelligence and their job satisfaction. Additionally, a significant association was observed between the emotional intelligence of workers and their job performance. However, no significant relationship was found between the emotional intelligence of employees and their commitment.

3. RESEARCH GAP

The studies that have made earlier, focus on analyzing the impact of occupational stress on job performance and mediating effect of emotional intelligence on Job performance in sectors like banking, teaching and moreover in medical institutions but there is a need to study on MSME industries. Hence, this research focuses on MSME industries of Dharwad district, Karnataka.

4. STATEMENT OF PROBLEM

Occupational stress occurs when employees' knowledge, skills, abilities and attitudes can cope with or match to their work demands and pressures in organizations. In this situation, it may increase the ability of employees to manage their physiological and psychological stresses. Conversely, if it does not match with their work demands and pressures in organizations, it may decrease the ability of employees to control and manage physiological and psychological stresses, such as disturb their self-regulatory bodies, and cannot meet their duties and responsibilities as a member of an organization. Employees with high emotional intelligence may perform well in the organization. In the state of Karnataka, there are five industrial regions and Belagavi-Dhaward region is the second highest on the basis of distribution of industries. (source:toppr.com) Therefore, this research aims to study the effect of occupational stress and emotional intelligence on job performance with special reference to select MSME industries in Dharwad district.

5. SIGNIFICANCE OF THE STUDY

Organizations have begun to consider employees as valuable investments; therefore, it is very important to manage this resource with utmost care. It is true that every individual should maximize their contribution in order to achieve the goal of the organization but, it should not be at the cost of loss of employee's health. So, this necessitates studying the impact of stress at workplace and emotional intelligence on job performance in MSME industries.

6. RESEARCH OBJECTIVES

a. To assess the level of stress faced by the employees in select MSME industries of Dharwad district.
b. To identify the difference between demographic factors with the occupational stress, emotional intelligence, and job performance.
c. To examine the relationship between occupational stress and job performance.
d. To analyze the mediating effect of emotional intelligence between occupational stress and job performance.
e. To construct suitable suggestions and conclusions.

7. SCOPE OF STUDY

The scope of any study refers to the parameters under which the study was conducted. The primary parameter includes the study samples, which is restricted to Dharwad district of Karnataka state, India. This study focuses on people working in MSME industries of Dharwad district. It would help in understanding the stress level of employees affecting the job performance. It also focuses on understanding the mediating effect of emotional intelligence on job performance. Therefore, the present study covers the industrial clusters located in Dharwad district that is Gokul industrial estate and Tarihal industrial estate which are major estates in this region.

8. RESEARCH VARIABLES

The Present study includes independent, mediating, and dependent variables as observed in the conceptual framework elaborated above. The independent variable identified is occupational stress and the mediating variable is emotional intelligence. The main dependent variable of the study is job performance.

9. OPERATIONAL DEFINITIONS

Occupational stress - In this research occupational stress means a situation faced by an individual who will not be able to cope up and that affects their job performance. Here, stress will be measured as perceived by the individuals while doing the job.

Emotional intelligence - In this research emotional intelligence means an ability of individuals in the organization to manage their emotions as well as emotions of others which may play the role of a mediator in reducing the effect of job stress and increase the job performance.

Job performance - Job performance is often defined as the ability of individuals to accomplish their respective work goals, meet their expectations, achieve benchmarks or attain their organizational goals.

10. HYPOTHESIS

H1: There is a significant difference between gender and study variables.

H2: There is a significant difference between income levels of the respondents and study variables

H3: There is a significant difference among age group of the respondents with respect to study variables

H4: There is a significant difference among number of years of experience with respect to study variables

H5: There is significant difference among number of working hours with respect to study variables

H6: There is a significant difference among marital status worked with respect to study variables.

H7: There is a significant relationship between time stress, role conflict, coworker support, emotional intelligence, organizational support, organizational politics and job performance.

H8: There is a Mediation Effect of Emotional Intelligence between Occupational Stress and Job Performance

H9: There is a significant relationship between Occupational Stress on Job Performance

H10: There is a significant relationship between Occupational Stress and emotional intelligence.

H11: There is a significant relationship between emotional intelligence and job performance.

11. RESEARCH METHOD ADOPTED

The main purpose of the study is to analyze the factors that have led to the increased levels of occupational stress and the mediating role of emotional intelligence on job performance. Therefore, descriptive research design was adopted to study the effect of occupational stressors like role conflict, support from co-workers, time stress and organizational politics. As broadly acknowledged, the clear strategy for research is a fact-finding study that includes satisfactory and precise understanding of findings. Descriptive research portrays the specific current condition. It includes surveys and facts finding enquiries of different kinds. This technique is apt to this investigation since as depicts the present situation.

12. DATA COLLECTION METHOD

Primary and secondary data both will be considered in this research. The data will be collected by ensuring a structured questionnaire so as to meet the objective. Secondary data will be collected from books, journals, magazines and different websites from internet source.

13. SECTION OF SAMPLE

The area is limited to stress perceived by the people working in the two industrial estates of Dharwad district of Karnataka state and the ability to understand the emotions of themselves and of others, helps to improve the job performance of employees and reduce their job stress.

Target population- The target population will be the people working in MSME industries of Dharwad district, Karnataka. As per the data given by MSME-Development Institute, Hubli (ministry of MSME, Govt. of India) in the year 2010-11, the number of employed persons is 3687 out of 906 industries (source: www.msmedihubli.gov.in).

Sample Technique, sample size

Sampling design:

Sampling universe - employees working in MSME industries of Dharwad district

Sampling frame –two major industrial areas are considered for study

Sampling size – The Sample size will be collected as follows:

	Type of industry	Number of units	Employment
i.	Agro based	40	209
ii.	Cotton textile	60	140
iii.	Woolen, silk & artificial Thread based clothes	30	60
iv.	Ready-made garments & embroidery	32	75
v.	wooden based furniture	59	93
vi.	Leather based	63	215
vii.	Chemical based	22	106
viii.	Rubber, Plastic & petro based	8	27
ix.	Metal based (Steel Fab.)	80	224
x.	Engineering units	202	1800
xi.	Electrical machinery and transport equipment	29	54
xii.	Repairing & servicing	160	375

The number of sample will be chosen from these 12 industries that are 5 units will be selected out of which 10 employees will be randomly selected. Hence, the total Number of sample will be 600. The technique adopted here is simple random because of selection of number of industries and as per convenience sampling method employees stress will be surveyed.

14. PLAN OF ANALYSIS (TENTATIVE)·

The reliability of the questionnaire will be tested through pilot study using Cronbach alpha test. To verify the structure of the constructs, Confirmatory Factor Analysis will be used. Descriptive Statistics (Mean and Standard Deviation), Percentage Analysis, Anova test, Pearson's Correlation Analysis, hierarchical regression, and Structural Equation Modeling (SEM) analysis will be used for Inferential Analysis.

15. CHAPTER SCHEME

Chapter 1: Introduction & Review of Literature: This Chapter provides the basis of the research and provides a general background to the study, this chapter includes: Statement of problem, Need of the study, Objectives of the research, Scope of the study, Operational definitions of the variables used in the study, literature review, identification of research gap and formulation of frame for the present research study.

Chapter 2: Research design: This Chapter deals with the research design, nature and source of data. Data collection instrument, validity test, Sampling technique, Sample population, sample size, data collection method, pilot study, research tools and software packages used for the study.

Chapter 3: Industry Profile: This chapter deals with the profile of the study area**.**

Chapter 4: Data Analysis and Interpretation: This Chapter presents a detailed analysis of the data collected from both primary and secondary sources and effective interpretation of the data analysis and the analysis methods are used to answer the research questions**.**

Chapter 5: Findings, Suggestions and Conclusion: This Chapter deals with a detailed summary of the findings of the study, Implications, Limitations and includes the details about the managerial implications of the study, directions for future research and effective conclusions drawn from research.

16. LIMITATIONS OF STUDY

Time and cost may confine the study to number of selected samples. In this research, the stress perceived by one person may differ from another person and the responses received from individuals will be a true factor for giving a proper conclusion about the impact of occupational stress and emotional intelligence on job performance.

17. EXPECTED OUTPUTS

The results will be based on the analysis. The expected output might be occupational stress may have a negative impact on the job performance whereas the emotional intelligence might have a positive impact on job performance of employees.

18. BENEFICIARIES

The beneficiaries are MSME industries as the study helps them to improve the job performance as well as effectiveness in the organization. The Government of India also gets the benefit so as to frame the policy for improvisation of job performance.

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